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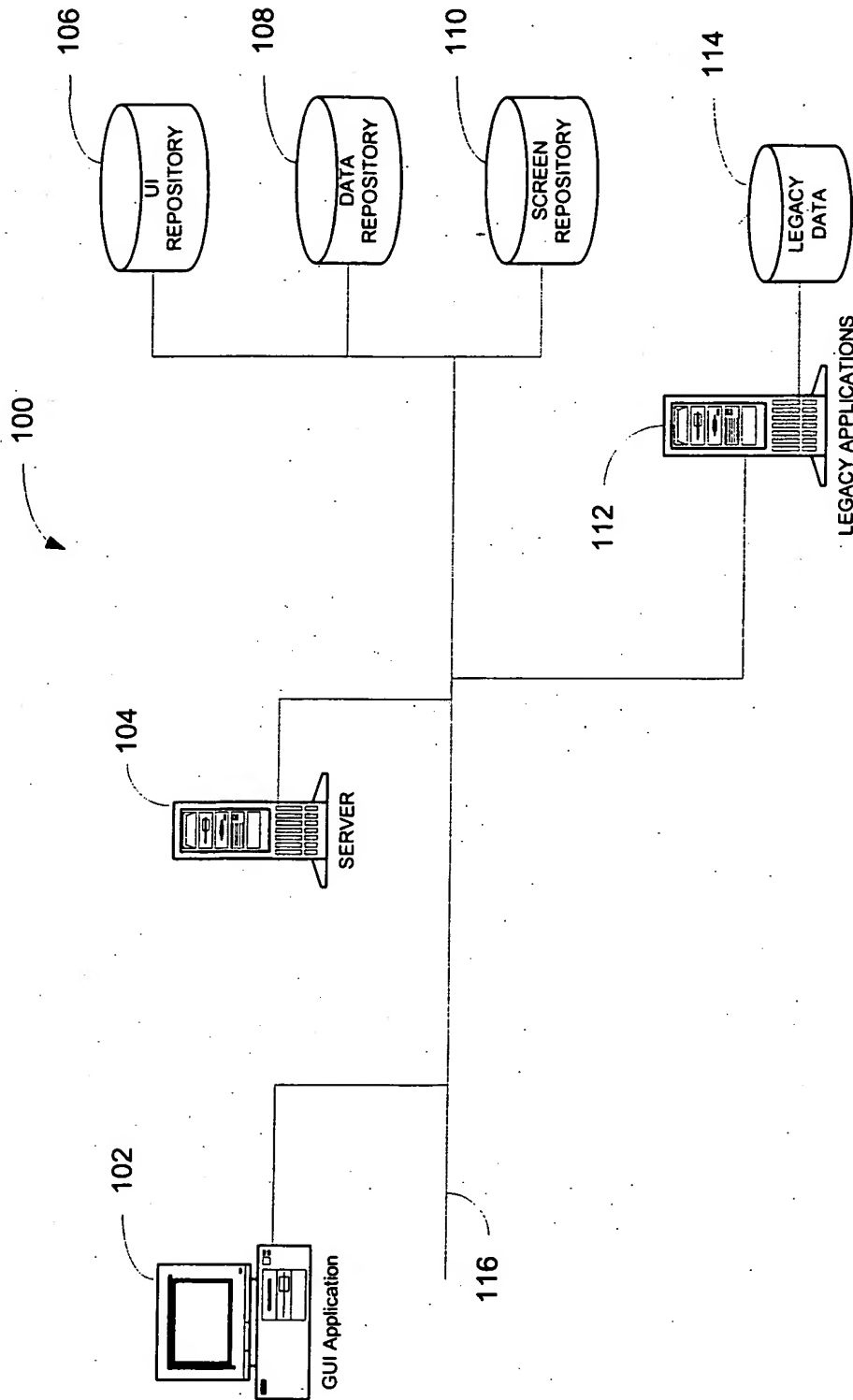


FIG. 1

200

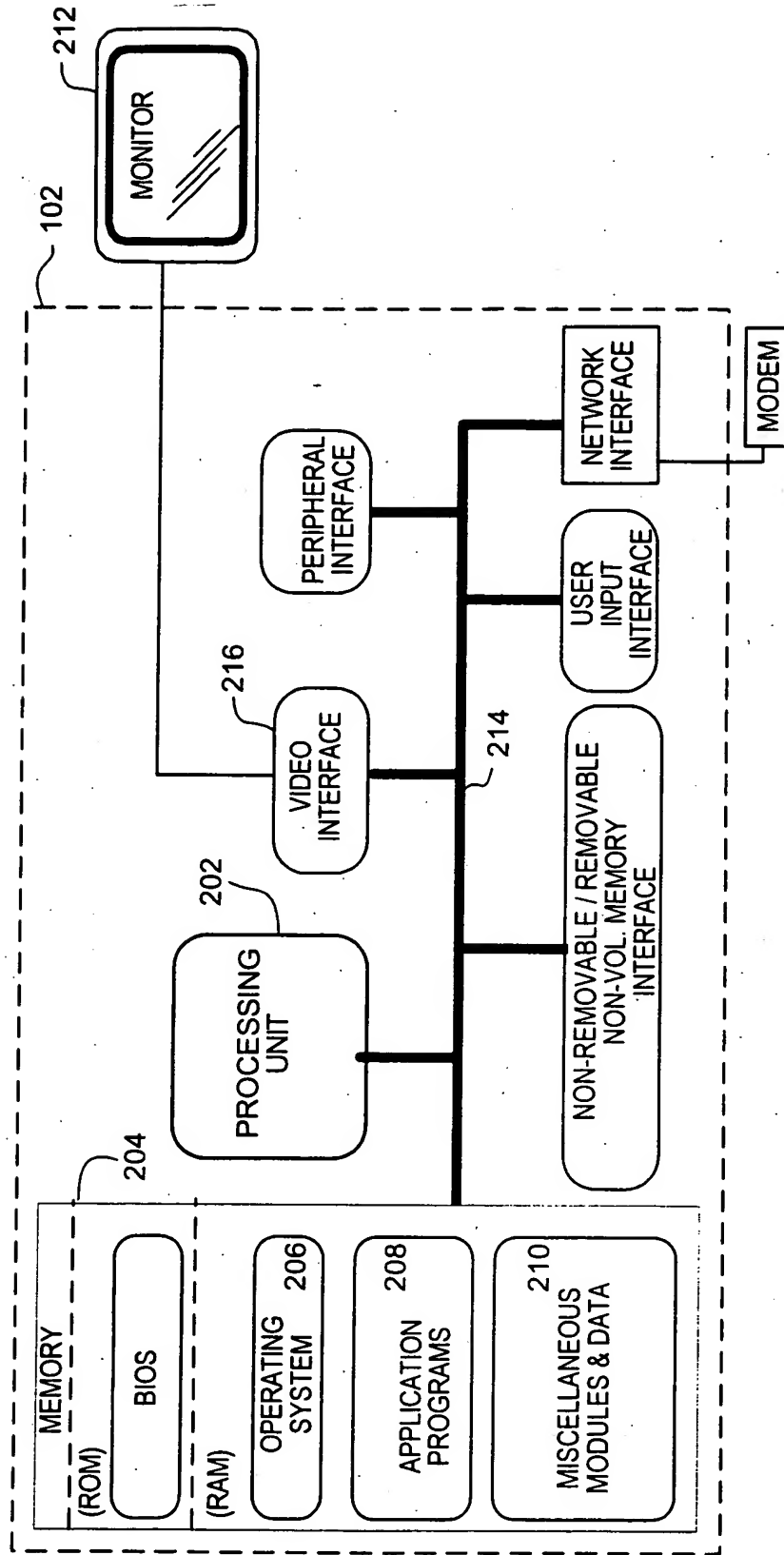


FIG. 2

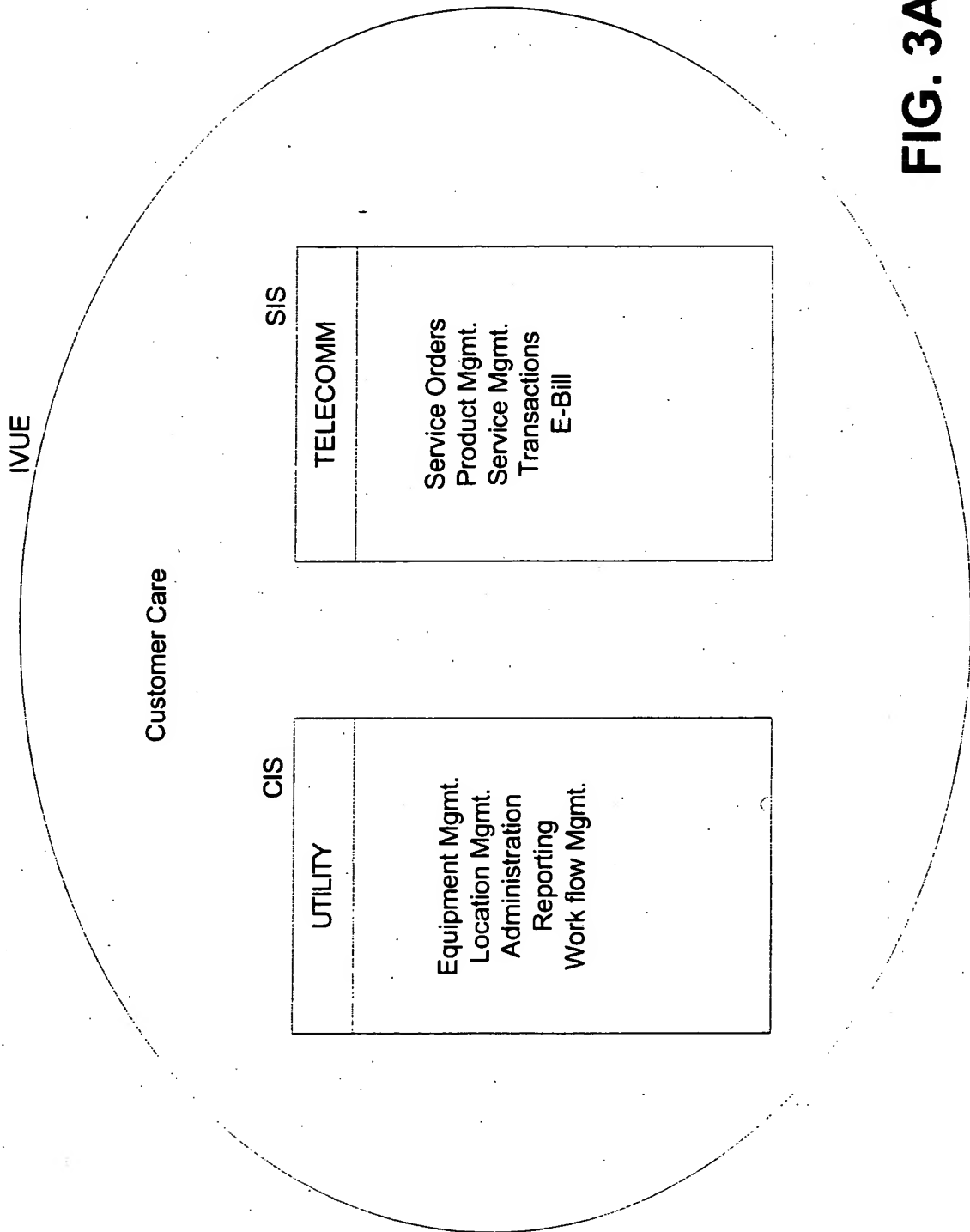


FIG. 3A

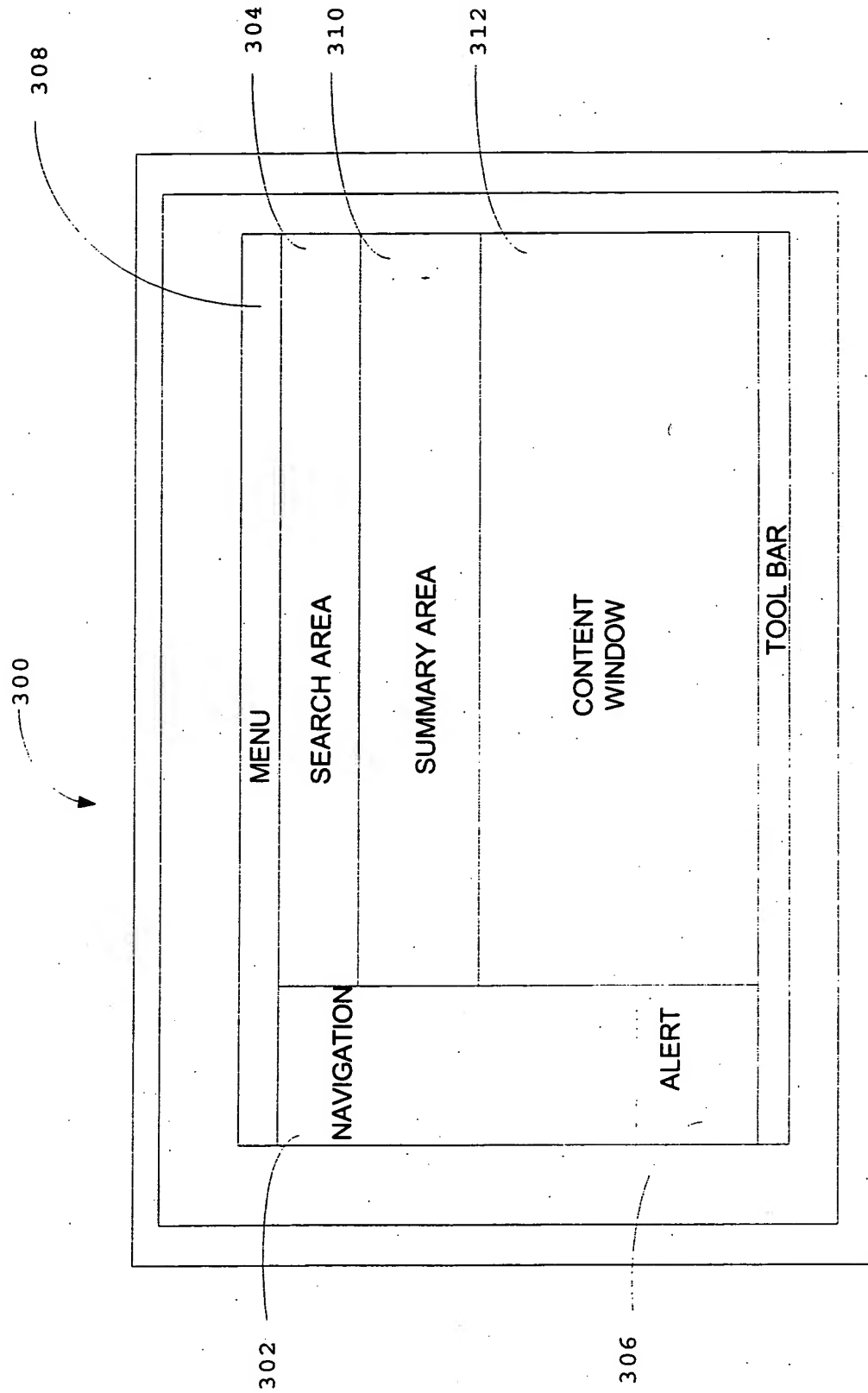


FIG. 3E

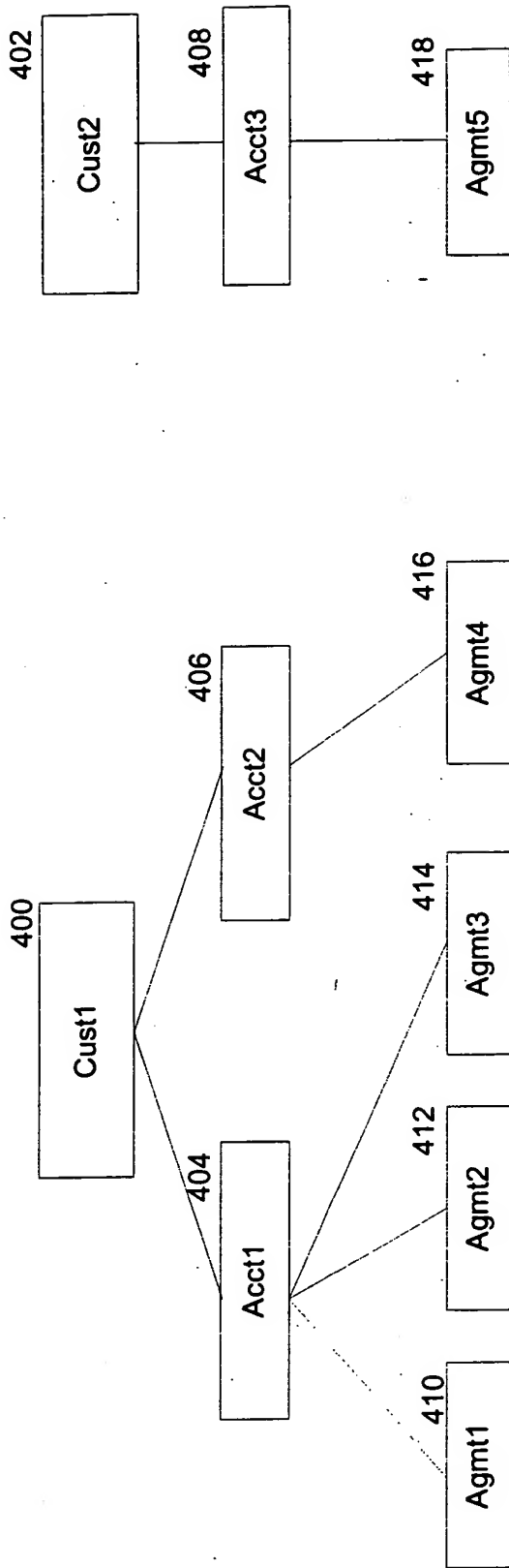


FIG. 4

500

518 520 522

NISC SIS Customer Care
File View Application Tools My Favorites Help
Data Forward Jump

512 540

Find
Customer Management
Customer
Credit History
Transaction History
Financial Account
Agreements (4)
Service Orders (7)
Payments
Accounts Receivable Adjustin
Adjustments
Credits/Collections
Service Orders
Administration
Reports

506

Alerts

508

Search Type: Agreement [5555555555]
Customer
Customer Info | Questionnaire | Tax Exempt

Customer: 855
Customer Type: ☒ Individual ☐ Organization
Where Used

Individual
Salutation: Doctor
First: Joseph
Middle: P
Last: Abbott
Generation: III
Display Name: Joseph Abbott
SSN: 999-99-9999 ☐ Refused
Driver's Licence: XXXXXXXXXX State: GA
Birth Date: 99/99/9999
Marital Status: Married
Ethnic Group: Caucasian

Customer Information
☐ Release Name/Address
☐ Allow Check
Card Information
Member: 999999999999

514

516

515

Search Advanced Search
Set Aside Remove

Contact Information
Address: Joseph Abbott
Johnita Abbott
3201 Nygren Drive
Address line 2
Mandan
Contact Methods
Contact Met... Contact Info Contact Order Release
Work Phone (701) 983-8511 1
E-Mail Joseph.abbot 2
Cell Phone (701) 471-4747 3
Add Row Delete Row

Additional Contacts
ND 58554-3201

Security
Security Question: Mother's maiden name
Security Answer: Rose
E-Mail Address: CSRL
Web Password: *****

Open Fields

524

524

FIG. 5A

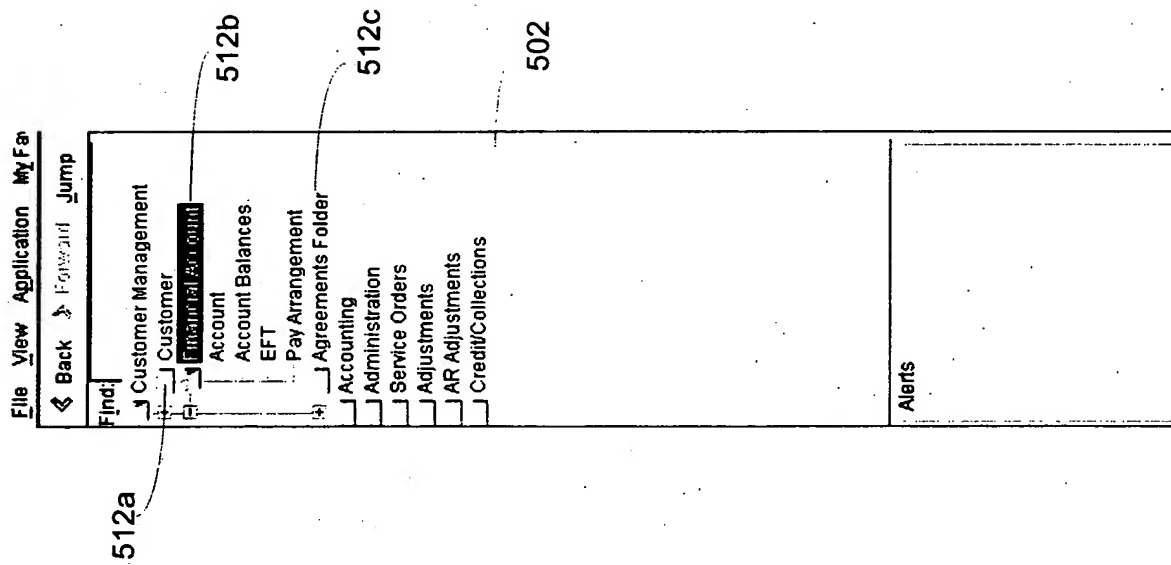


FIG. 5B

FIG. 5C

526

528

Customer	Name	Address 1	Address 2	City	St	Zip
14888	SMITH NORMAN Q		PO BOX 235	LODGEPOLE	SD	57840-0735
17810	SMITH NORMAN A & BONNIE		PO BOX 488	HETTINGER	ND	58638-0488
14409	SMITH STAN R & LEILA		RR 1 BOX 15	WOTT	ND	58646-0721
15387	SMITH COREY		RR 1 BOX 401	PLAINVIEW	NE	68789-0710
14890	SMITH TIM & GWYNNE		PO BOX 215	LODGEPOLE	SD	57840-0715
15151	SMITH JACQUELINE		PO BOX 484	BOWMAN	ND	58623-0484
11193	SMITH DON		PO BOX 186	BOWMAN	ND	58623-0186
9300	SMITH GEORGE I		99 87TH ST NW	MONTICELLO	MN	55382-0014

Open Field Setup

Label	Type	Is Required	Has Preset Values	Tooltip
Open Field 1	Alpha-Numeric	<input checked="" type="checkbox"/>	<input type="checkbox"/>	mouse over

Open Field(s)

Label:

Type:

Display Length:

Tooltip:

☐ Is Required
 ☐ Has Preset Values

Save

Reset

Add

Delete

Close

Help

530

532

534

536

538

FIG. 5D

FIG. 6B

Screen shot of CIS Accounts Receivable Screen Required

700

FIG. 7B

File View Application Tools My Favorites Help

Back

Jump

Find:

Customer Management

Customer

Financial Account

Agreements (4)

Telephone (2)

Internet (0)

CATV (1)

Pager (0)

Wireless (1)

Other (0)

Service Orders (7)

Payments

Accounts Receivable Adjustm

Adjustments

Credits/Collections

Service Orders

Administration

Reports

Search Type: Agreement

SSSSSSSSSS

Search

Advanced Search

Telephone (2)

440954

Agreement

Class of S...

Conn Dt

Disconn Dt

Vacation Dt

Inter PIC

Intra PIC

Service Remark

Wire Maint

Cross-Bill

701 663 6511

Residence

01/01/1990

06/01/2002

06/01/2002

0288

0000

0000

Yes

Combined L

440954

701 663 6512

Residence

01/01/1990

06/01/2002

06/01/2002

0288

0000

0000

Yes

Combined L

Agreement ID: (701)663-6511

Account 440956

Joseph Abbot

General Toll Local Directory 911 Location Tax Equipment Deposit Products & Services

Caller ID Name:

Joseph Abbot

Nonpublish/Nonlist:

Normal

Service Designation:

Normal

Old Telephone:

(701)663-6510

New Telephone:

(701)663-6513

Facilities Based

Resale

UNE Port

Ported Number

UNE Switch

Ported From:

Open Field(s)

Open Label1

Open Label2

Open Label3

Active

Centrex S3444

EBPX 854

Residence

Pending SO

SO History/Audit

Nonpublished

SO History/Audit

716

718

Notes

Create SO

FIG. 8

800

802

804

810

812

6016: NISC CIS Customer Care

File View Application Tools My Favorites Help

Back Jump Work Queue

Find:

- Customer Management
- Equipment Management
- Devices
- Distribution Equipment
- Hazardous Waste
- Load Management
- Meters
- Meter History
- Meter Inventory
- Meter Number Change
- Meter Test
- Oil Containers
- Poles
- Transformers
- Transaction History
- Location Management
- Administration
- Reports/Joobs

Search Type: Account Search Advanced Search

Meter Inventory: BOBBY J SMITH JR, CUSTID: 448608069

Meter #	Service	Provider	Stat	Meter Type	Service Use Type	Mtr Pos	Account	Name	Et
4131726	111	111	1	111	111	111	111	111	111

Additional Meter Attributes

Faceplate Information

Secondary Meter #: SB - ADDED IN RDB CONV...

Manufacturer: SB - ADDED IN RDB CONV...

Meter Type Description: C13R

NEMA Form: 1 - Single phase

Current Class: 3

Amps: 30.0

Volts: 240

Base KH: 1.00

Register Ratio: 0.0000

Purchase Information

Purchase Order: 2907

Purchase Dt: 02/07/2001

Meter Cost: 0.00

Meter Base Cost: 0.00

Installed Cost: 0.00

Additional Meter Attributes

Meter Status: 1 - Active

Meter Type: 0 - kWh

Register Type: 1 - Cycloaster

Meter Phase: 1 - Single phase

Wires: 3

Test Frequency: 5

Test Due Date:

Date Retired:

OMR ID: 34276490

OMR ID 2:

Storage Location:

Open Field(s)

Usage Register

Dials: 5

Multiplier: 1.0000

Demand Register

Multiplier: 0.0000

KVAR Register

Dials:

Save Reset Add Related

910

912

1000

FIG. 11

6016: NISC CIS Customer Care

File View Application Tools My Favorites Help

← Back → Jump Work Queue

Find:

- Customer Management
- Equipment Management
- Location Management
- Administration
- Reports/Jobs
- Customer Care stuff
- Customer Management
- Administrative Billing Cor
- Charge Code Reference
- Cycle Control Print
- Transaction/Activity
- First Test 1111
- Bis Reports
- Credits and Collections
- Equip/Location Manager
- Test
- Test May 14
- Special Jobs
- Test Dup 1
- Test
- Bay T. Reports

Charge Code Reference: GREGORY F SMITH, CusID: 30683341

Provider Level: set Aside

Select Specific Provider(s) or All(*)

Select Specific Charge Code Group(s) or All(*)

Enter Beginning Charge Code

Enter Ending Charge Code

Primary Grouping Options

Stored Jobs: 2915 -

☒ Video ☐ Run Now

☐ Output To Printer ☐ Scheduled

☐ Output To File ☒ Print Parameters

☐ Output To E-Mail ☐ Delete

☐ Output To CSV File

Job Name:

Schedule

Time: : : C

Date: : : C

Print

Printer:

Copies: 0

E-Mail

☐ Attach

☐ Compress File

To:

Cc:

From:

Save

If selected, output will be put to video and viewed on screen.

FIG. 12

1200

1204

File View Application Tools My Favorites Help

Find: [] Customer Management [] Customer [] Financial Account [] Agreements (4) [] Service Orders (7) [] Service Order [] Payments [] Accounts Receivable Adjustm [] Adjustments [] Credits/Collections [] Service Orders [] Administration [] Reports

Back Jump

Search Type: Agreement 3555555555

Search Advanced Search

Set Aside

Account	Agreement	Customer	Name	SO	Hold	SO Type	SO Status	Short Description
440954	7016636511	1234	Joseph Abbot	1235		New Connect	Pending	New Connect
440954	7016636511	1234	Joseph Abbot	1234		Disconnect Temp	Pending	Temp Disconnected
440954	7016636511	1234	Joseph Abbot	1236		Reconnect	Pending	Reconnect Fax Line
440954	7016636511	2345	John Doe	1237		Telephone # Change	Pending	Telephone # Change
440954	7016636511	2345	John Doe	1238		Move	Pending	Customer Move

Agreement ID: (701)663-6511 Account: 440956

SO: 1235 SO Type: New Connect

Service Order Additional Info General Toll Local Directory 911 Location Tax Equipment Deposit Products & Services

Service Type: Telephone

Service Area Group: 7016636511

Agreement: 123456789012

Customer: 440954

Account: 123

Print Version: 123

Office Info Complete Open Field(s) Workflow

Source: Office Visit

Requested By: Margo

Complete By Date: 1/10/2002

Complete By Time: 10:05 AM PM

Sales Representative:

Commission Type:

Taken By: John

Entry Date: 3/02/2003

Work Units: 123

Complex

Hold SO

Validate Print

Notes Copy Create SO

1212

1208L

1208K

1206

1210

1208A

1202

FIG. 13A

1300

1302

File View Application Tools My Favorites Help

Jump Work Queue Simulate Call Show Calls E-Bill

Search Type: Phone Area Code: 320 Phone: 2745907

Accounts Receivable

Account	Service	Provider	AR Status	Total Bill Amt	Current Bill Amt	Total Bill Past	Total AR
1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000

Caller Id Stack

Home Phone	Date/Time of Call	First	Last	Customer
1000000000	1000000000	1000000000	1000000000	1000000000

Sign Contact Jump to Start Screen Call Customer Delete Cancel

Related

EEI Funds Transfer Amt: Funds Transfer Date: Precede Received This Month Payments Not For Penalty: Payments For Penalty: Late Payment

Month: Date Billed Due Date

Alerts

Customer Management Agreements/Charges Billing/Accounts Receivable Account Number Change AR Balance Adjust Billing History Budget Billing Invoice Group Next Bill Calc Transfer AR To AR Transfer AR To UA Transfer UA To AR Transfer UA To UA Capital Credits Credit/Collections Customer Contacts Payments/Readings Transaction History Test Environments Equipment Management Location Management Administration Reports/Jobs

1308

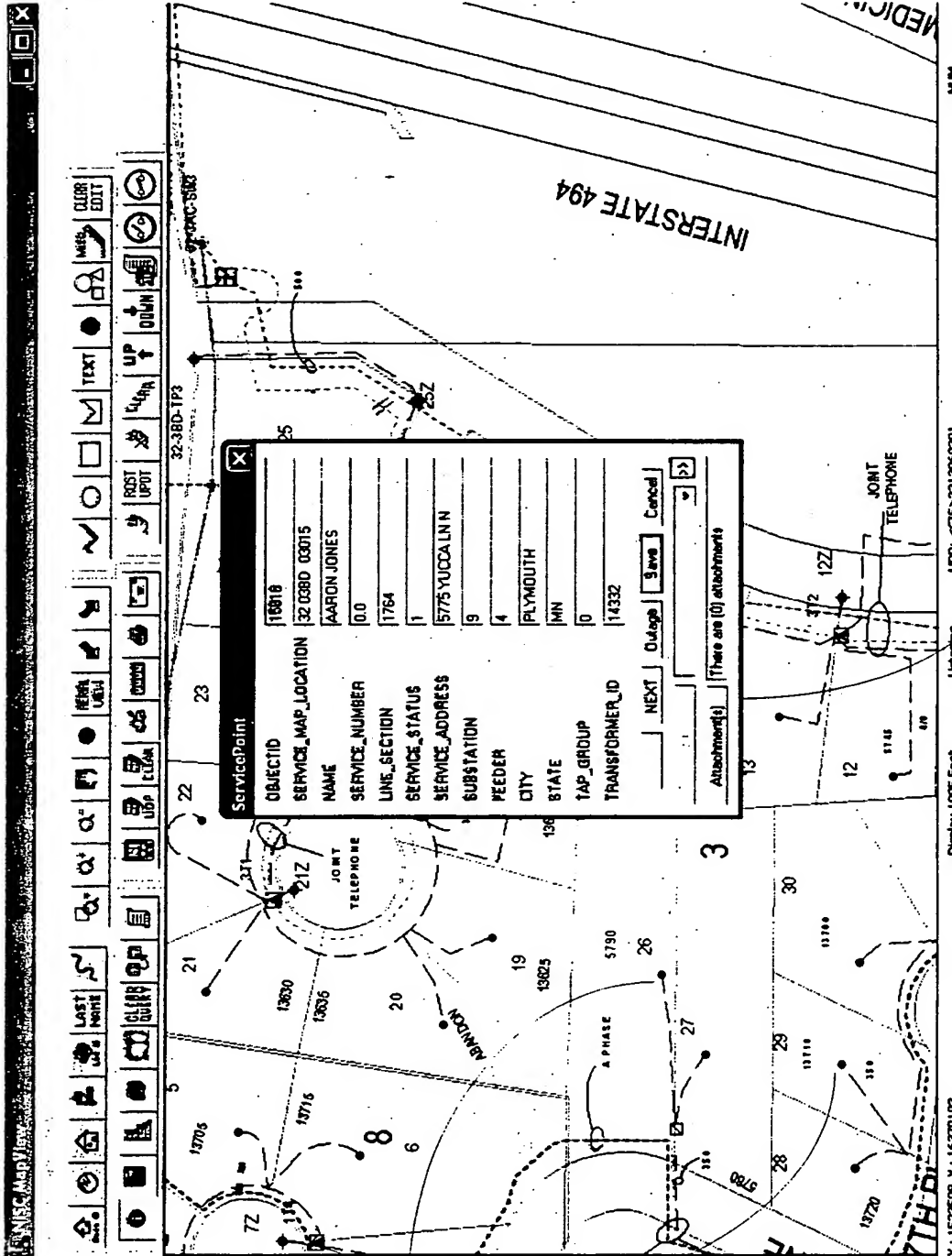
1306

1304

1404

FIG. 14C

1412



1414

1508

FIG. 15C

1514

1516

File View Application Tools My Favorites Help

Jump Work Queue Simulate Call Show Calls E-Bill

Find: Accounts Receivable: ALICE SMITH, Custid: 1263448

Search Type: Phone Area Code: 320 Phone: 2745907

Customer Level: [Set Aside]

Account: 5014254700 Service: BECUR Provider: BECUR AR Status: 42 - Inactive Service Point

Current Bill Amt: 187.00 Total Bill Amt: 187.00 Total AR: 22.00

Support Request

Sender's Name: Subject: Message:

Consumer Class: 0 - Pen Agreement Status: 0 - AC Credit Rating: 0 - S Bill Cycle: 5 Delinquent: DNP Locations: Penalty: 0 - Pen Deposits: 500.0 Service: 0.0 Meter: 0.0

Deferred Payment Agreement Arrangements:

EET Funds Transfer Amt: Funds Transfer Date:

Alerts Medical

Related

Include screen capture? OK Cancel

Source Window

Penalty: 0.00 Type: 0.00 Catchup Month: 0.00 Create Date: 0.00

Amt	Date Billed	Due Date
187.00	09/30/1999	11/15/1999
22.00	08/30/1999	10/15/1999
22.00	08/30/1999	09/15/1999
0.00	07/28/1999	08/15/1999

Received This Month: 0.00 Payments Not For Penalty: 0.00 Payments For Penalty: 0.00 Late Payment

1518